

October 16, 2012

**FINAL**

## **2013 Budget Hearing Opening Statement, Commissioner of DoIT**

### **DoIT Budget Hearing Attendees**

Brett Goldstein – Commissioner and Chief Data Officer

Brenna Berman – 1<sup>st</sup> Deputy Commissioner

Yolanda Gardner – Director of Finance

Roddrick Warren – Senior Project Manager – Aldermanic Support Team Lead

Isaac Ferrar – Aldermanic Support Team

Thank you Chairman Austin and Council members for the opportunity to be here today. I started in this position this past June and would like to provide a summary of the accomplishments the Department of Innovation and Technology has made over the past year to provide high-quality service in a way that is cost-effective to taxpayers. And I'd like to offer a preview of the steps we will take in the next year to continue to pursue this mission and to bring innovative technologies to the Department and the City's residents.

The Department of Innovation and Technology is the City's information technology planning, implementation and operations organization, providing service to the City Council and all City departments. The Department is committed to enhancing delivery of City services in order to position the City to work most effectively and efficiently in a modern world. Over the past year, we have begun building a foundation that will allow the City to innovate further through new technology and data use. We will continue to do so as we move forward, and many of these steps are reflected in the 2013 budget.

This administration is focusing on improving infrastructure, so that we have a solid foundation for future growth. Just as we need modern pipes, tunnels, roads, trains and bridges –modern digital infrastructure is critical to ensuring we have a solid foundation for future growth in the 21<sup>st</sup> century. This is at the core of what we have done in 2012 and what we will continue to do in 2013.

### **2012 Accomplishments: Laying the Data Foundations**

First, we prioritized upgrading the City's IT capabilities; speeding up City employees' daily tasks is a simple but effective way of supporting the increased efficiencies we're looking to drive in every corner of the city. For example, we've implemented a web-based case management solution for the Department of Family and Support Service's that allows more accurate and effective tracking of the services DFSS provides to residents through over 600 delegate agencies. This helps us better understand the department's programs and the impact funding has on residents. As another example of infrastructure investment, we replaced and enhanced wireless capabilities throughout City Hall,

improving internet access in these chambers, for example, so that you, your colleagues, and anyone from the public attending meetings will have easily accessible connectivity.

Second, we made cyber security a priority because when you think about it, our data really belongs to our taxpayers, and their information deserves the best protection we can provide. We've redefined security procedures and implemented new technologies that address modern threats to our information and we strengthened guidelines for who can access what information when.

Lastly, we have made significant progress in increasing data capabilities for residents across the city, helping to drive the Mayor's commitment to government transparency, accountability and accessibility to the public. We went through a thoughtful process of selecting and implementing new data storage capabilities to improve access to City data. We are supporting the innovative Broadband Challenge that the Mayor announced last month, coordinating the infrastructure needs that led to Millennium Park offering free wireless internet to the public. The Department implemented the new "Open311" service request system, allowing Chicagoans – and you – to track service requests from the time they are implemented until they are resolved. We've published more than 408 datasets on the City's data portal, including information on employee salaries, building violations, zoning, parks, schools, restaurant inspections and more. And lastly, we've launched some integrated webpages on the City's website that fosters the kind of online engagement people are looking for with their government – PlowTracker and Adopt-A-Sidewalk, to name just a few as the weather gets colder.

We did this all without increasing the overall budget by streamlining parts of the department and making smart investments in other parts of the department, all to provide the best service to residents. We have set the foundation. We have updated the pipes and the streets so to speak.

### **2013 Goals: Looking Towards Data-Based Innovation**

Looking ahead to 2013, we will continue our work to update the City's digital infrastructure for 21<sup>st</sup> century data, giving our departments technology that helps them do their jobs more efficiently and effectively and setting the foundation for continued innovation.

For instance, this year we are embarking on an ambitious plan that will bring state of the art technologies to our departments while saving taxpayer dollars. First, we will take the initial concrete steps to consolidating IT operations across the City by merging Chicago Public Libraries and non-emergency public safety IT support into our Department. Both of these efforts decrease duplication across departments and increase the City's ability to provide a high level service without increased spending. Further consolidations will follow until the City achieves a single IT operation that is better aligned to the needs of our departments. Next year alone, these reforms will provide more effective services to the taxpayers and save \$1 million.

Second, we will implement city-wide standards to drive consistency and savings. For example, we will consolidate our email and business applications to a cloud solution, which will cut the cost of employee email by at least \$20 per employee each year. [This is a net savings of \$1.3 million over 4 years.]

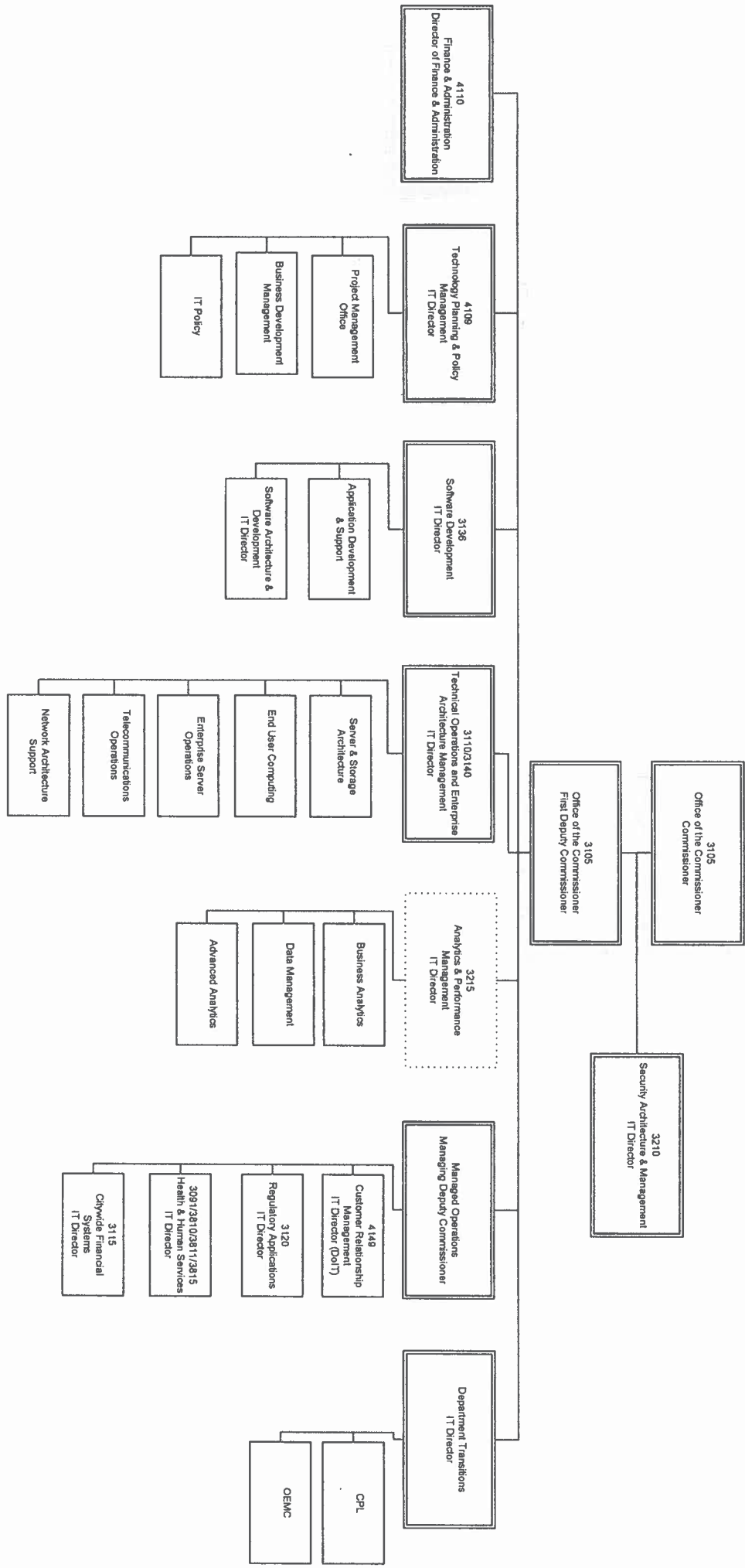
Additionally, we will begin expanding our data management and capabilities over the next year, restructuring disparate data management systems across City departments so that they are easier to use and allow more data sharing. We will streamline our reporting systems, again to make that easier and provide a better foundation on which to track City department performance, from tree trimming to granting permits. This will allow us to take the next step – moving from collecting and reporting data to using data dynamically to better inform and drive decision-making.

On top of creating higher value relationships with key City vendors to get a better deal for taxpayers, since I came to the department we have begun targeting the Department's procurement efforts to minority and women owned businesses whenever possible. And in July we established a Vendor Advisory Group, made up entirely of minority and women owned local businesses, such as EKI and Smart Technology Services. This Council meets every other month and our goal is to strengthen the dialogue between our department and these important businesses.

Ultimately, when we set the foundation needed to do things right – when we set high standards, when we consolidate and focus our resources and make sure we are making smart investments, we not only get better services for Chicagoans, we allow ourselves to innovate, find new solutions, and stay flexible to adapt to the field of data and technology, which is always quickly evolving and moving forward.

I want to thank you for your feedback and we look forward to working with you in the coming year.

**CITY OF CHICAGO**  
**DEPARTMENT OF INNOVATION AND TECHNOLOGY**  
**ORGANIZATION CHART**  
**2013**



# Department of Innovation & Technology

## 2013 Budget Hearing

### MBE/WBE Data

Period: Oct 2011- Sept 2012

Total Purchases: \$121,335,705.75

	MBE	WBE	Total MBE/WBE Purchases
<b>WBE Only</b>		\$7,603,901.97 (5.79%)	
<b>Asian</b>	\$25,253,008.69 (20.81%)		
<b>African-American</b>	\$10,510,866.29 (8.66%)		
<b>Hispanic</b>	\$1,330,008.80 (1.10%)		
<b>Total Spending</b>	\$37,093,883.78 (30.57%)	\$7,603,901.97 (6.27%)	\$44,697,785.75(36.84%)

### Staffing Data

Department Ethnicity and Gender				
	Male	Female	Total	%
Asian	10	8	18	21.18
Black	12	17	29	34.12
Hispanic	6	2	8	9.41
White	19	11	30	35.29
Total	47	38	85	
	55.29%	44.71%		

New Hires Ethnicity and Gender				
	Male	Female	Total	%
Asian				
Black	1		1	25.00%
Hispanic	1		1	25.00%
White	1	1	2	50.00%
Total	3	1	4	
	75.00%	25.00		

Department Managers Ethnicity and Gender				
	Male	Female	Total	%
Asian	2	0	2	13.33
Black	3	1	4	26.67
Hispanic	1	0	1	6.67
White	4	4	8	53.33
Total	10	5	15	
	64.29%	35.71%		

### Interns

School	Gender	Race
University of Illinois, Urbana-Champaign	Male	Caucasian
Chicago Career Tech	Male	African American
Chicago Career Tech	Male	African American
Chicago Career Tech	Male	African American
Chicago Career Tech	Male	African American
Chicago Career Tech	Male	African American
Chicago Career Tech	Male	African American
Chicago Career Tech	Female	African American
Chicago Career Tech	Female	African American
Chicago Career Tech	Female	African American
Chicago Career Tech	Male	Asian
Chicago Career Tech	Female	Caucasian